

FIG. 1

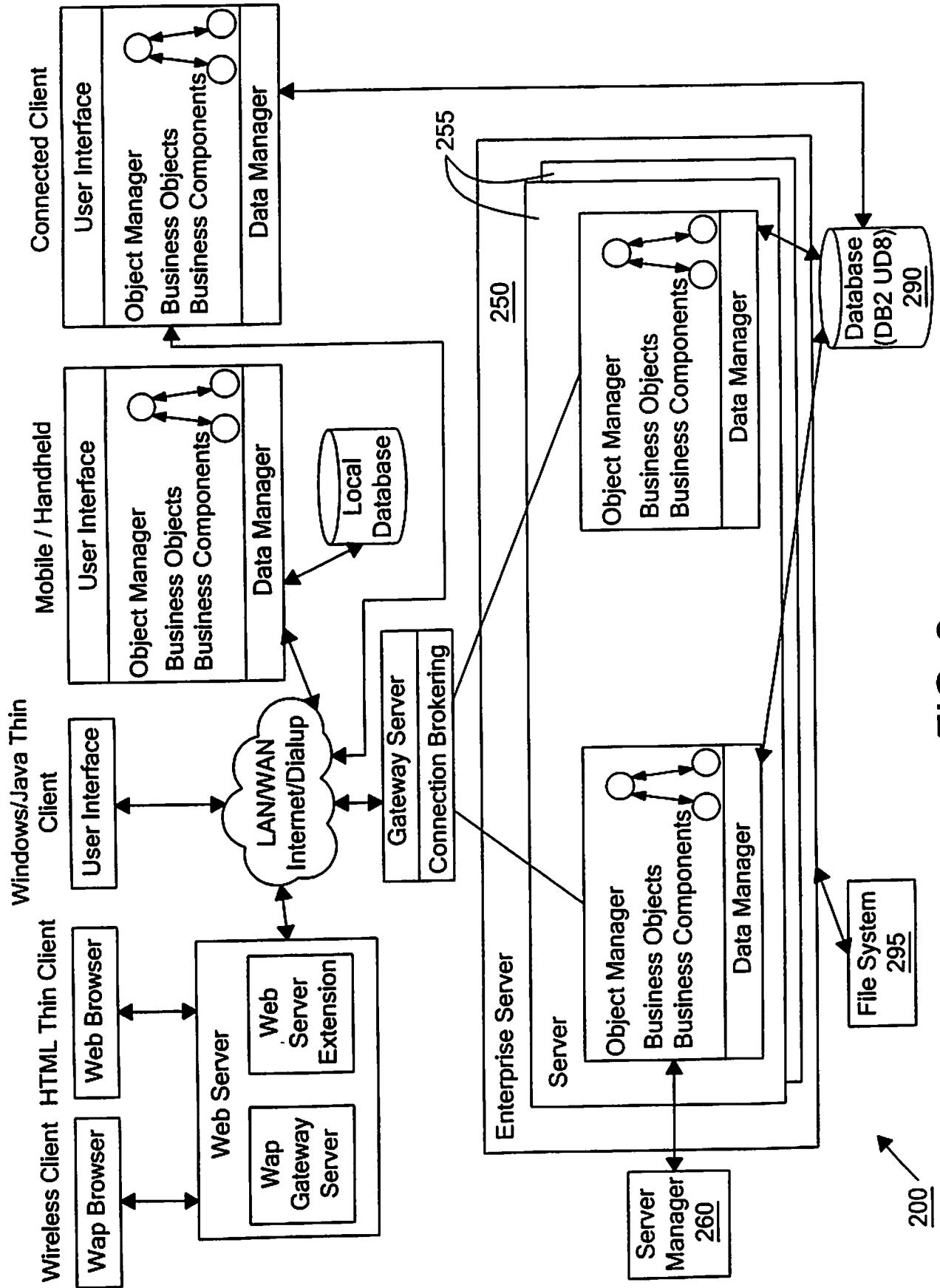


FIG. 2

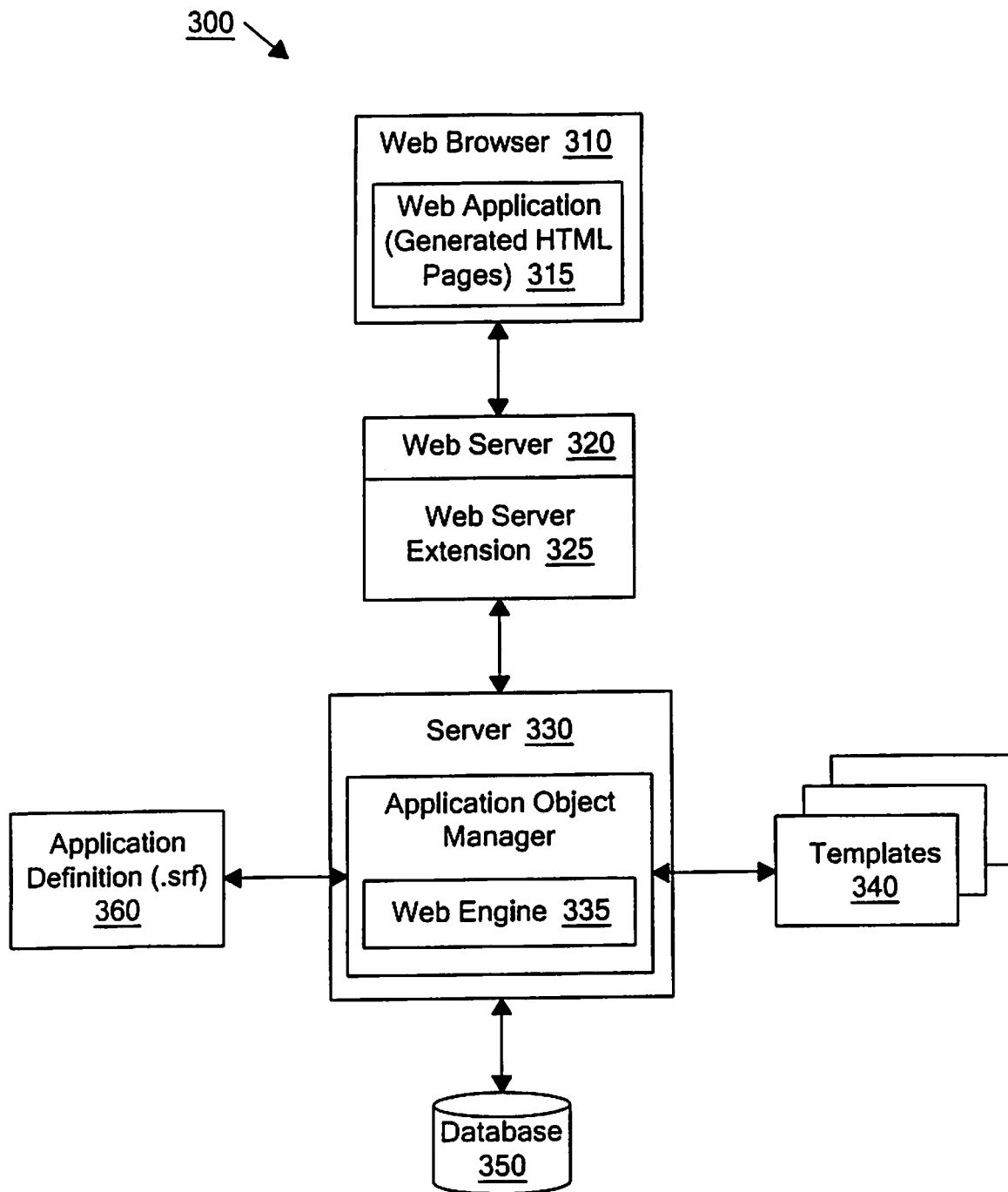


FIG. 3

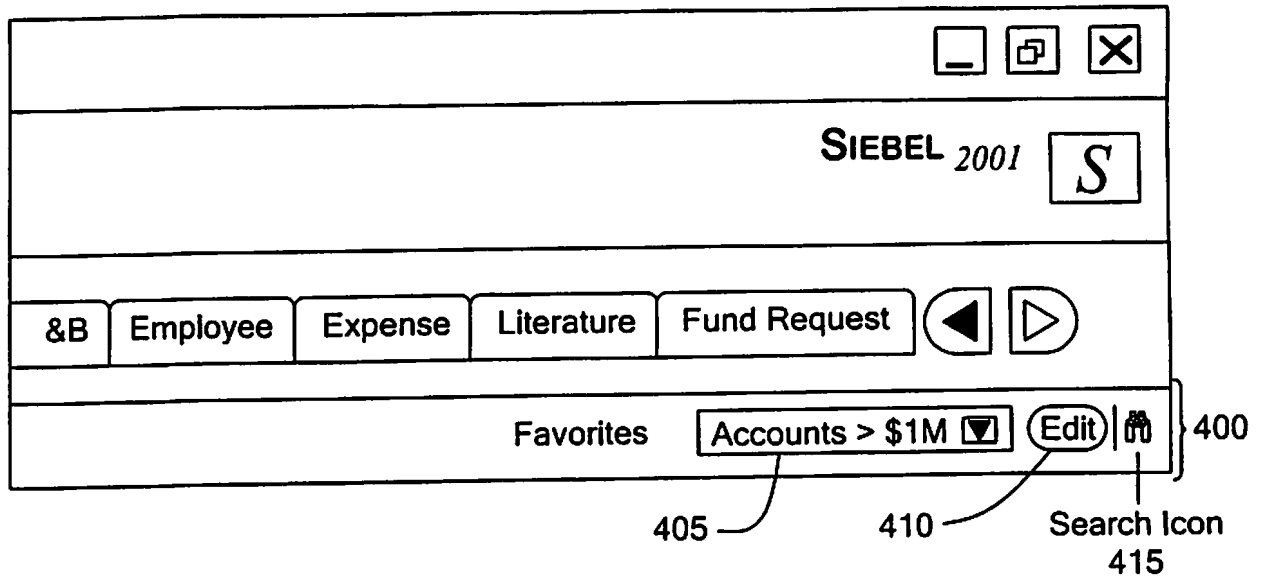


FIG. 4

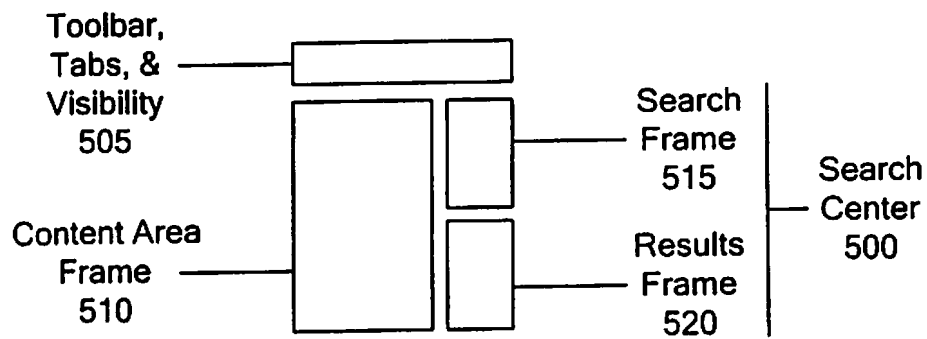


FIG. 5

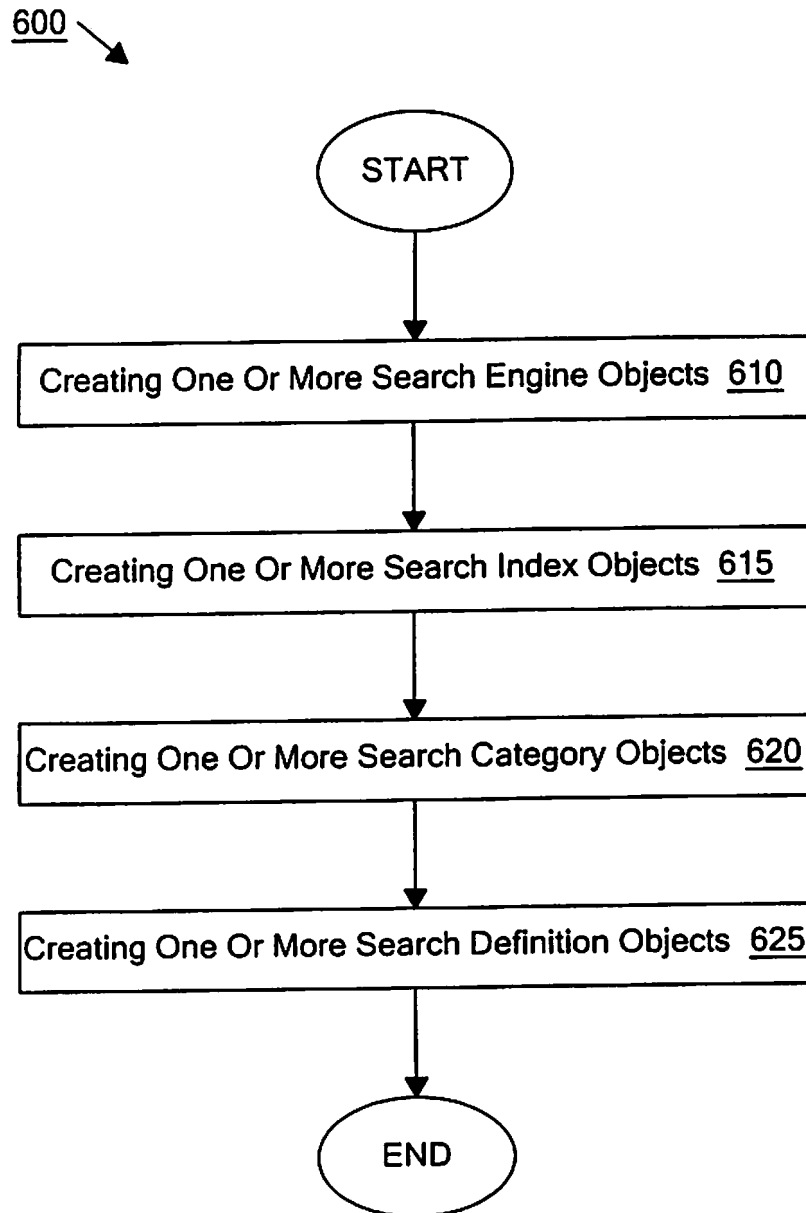


FIG. 6

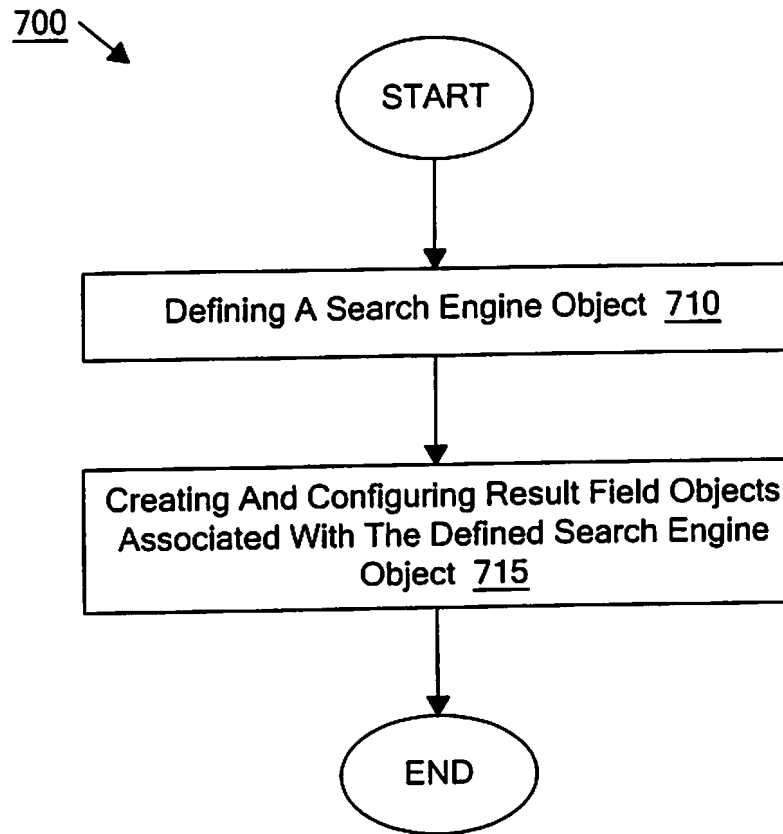


FIG. 7

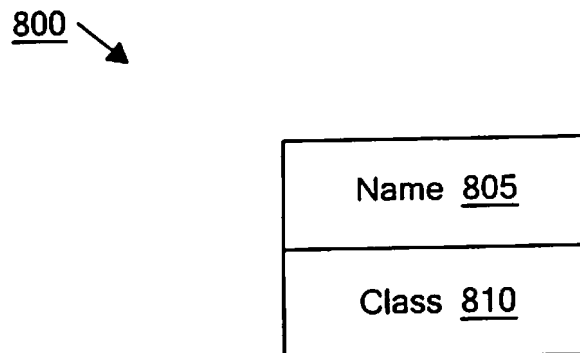


FIG. 8

900 →

Column Name <u>905</u>
Create Column Flag (Optional) <u>910</u>
Data Type (Optional) <u>915</u>
Index Mode (Optional) <u>920</u>
Name <u>925</u>
Text Length (Optional) <u>930</u>
Type <u>935</u>

FIG. 9

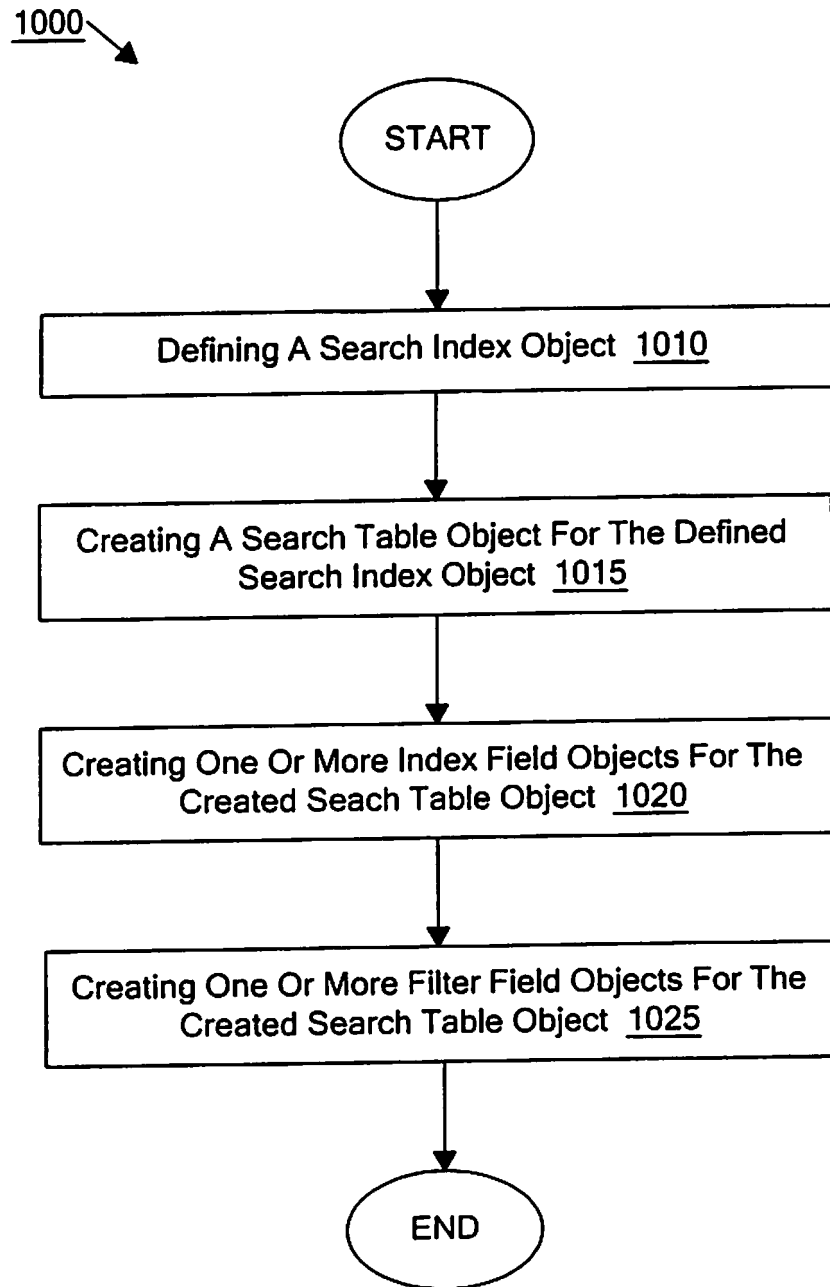


FIG. 10



1100 →

Name <u>1105</u>
Index Business Component <u>1110</u>
Database Table Flag <u>1115</u>

FIG. 11

1200 →

Table Name <u>1205</u>
Engine <u>1210</u>

FIG. 12

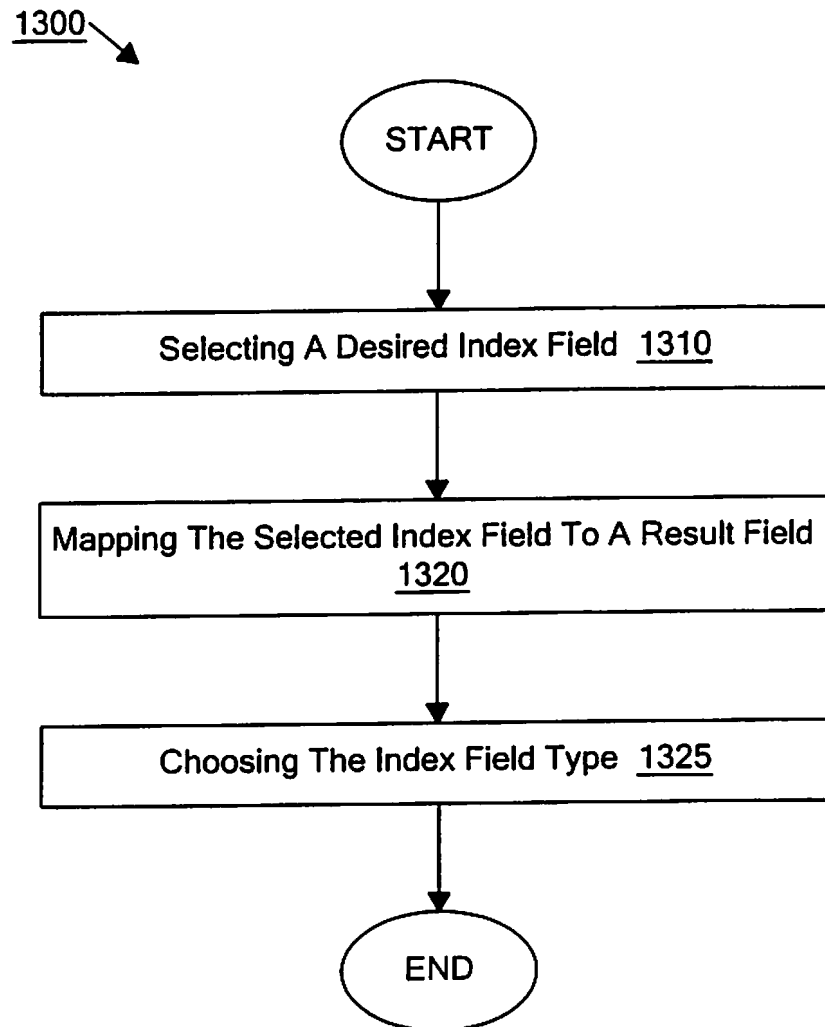


FIG. 13

1400 →

Business Component Field <u>1410</u>
Result Field (Optional) <u>1415</u>
Index Field Type (Optional) <u>1420</u>
Sequence <u>1425</u>

FIG. 14A

1450 →

Name <u>1455</u>
Column Name <u>1460</u>
Data Type (Optional) <u>1465</u>
Index Mode (Optional) <u>1470</u>
Sequence <u>1475</u>
Text Length (Optional) <u>1480</u>

FIG. 14B

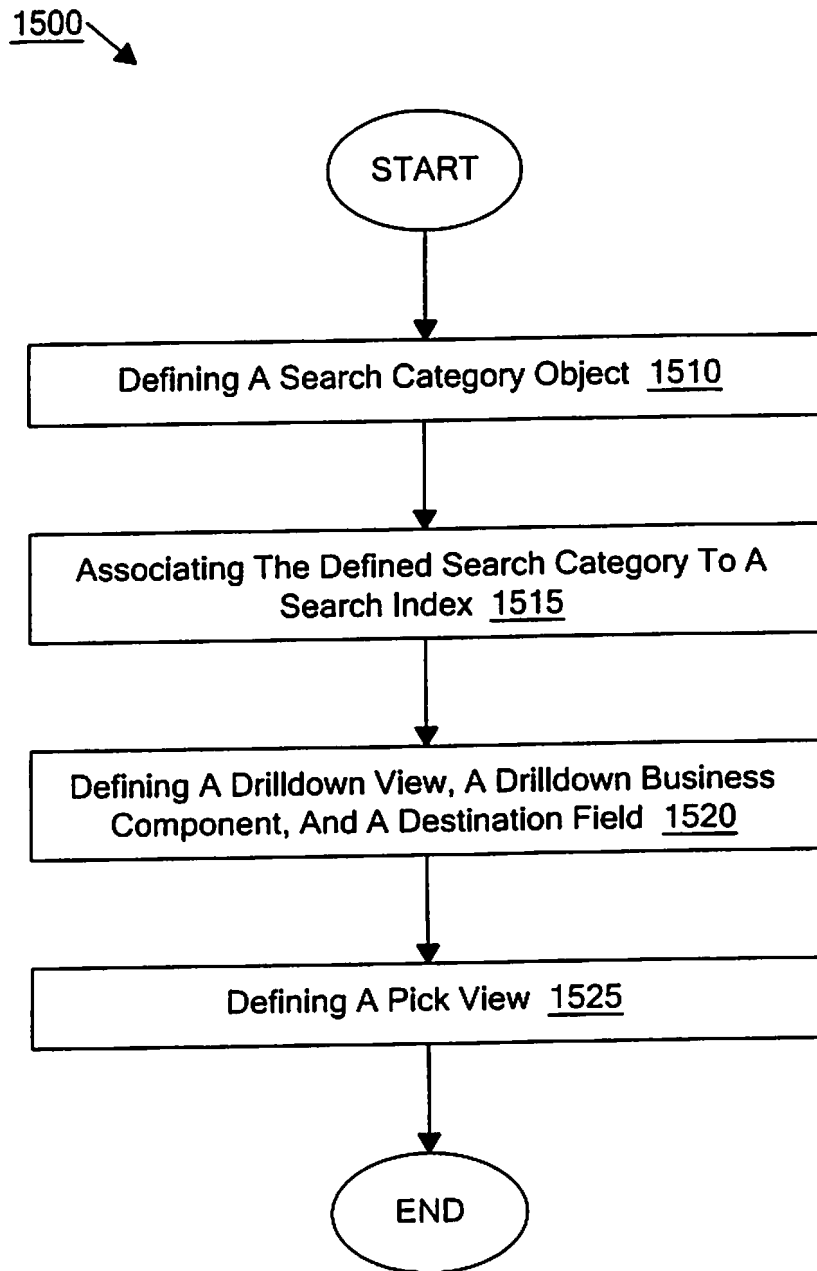


FIG. 15

1600 →

Name <u>1605</u>
Search Index <u>1610</u>
Drilldown Business Component (Optional) <u>1615</u>
Drilldown View (Optional) <u>1620</u>
Result Identifier (Optional) <u>1625</u>

FIG. 16

1700 →

Applet <u>1705</u>
View <u>1710</u>
Name <u>1715</u>
Destination Field (Optional) <u>1720</u>

FIG. 17

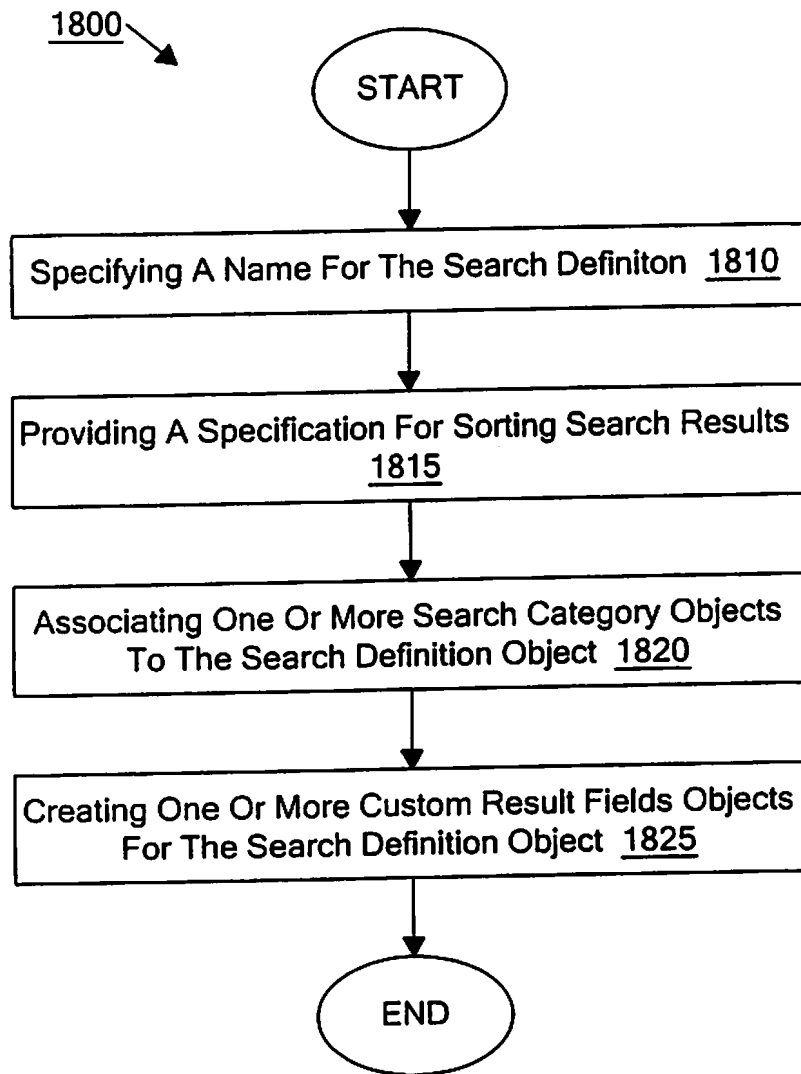


FIG. 18A

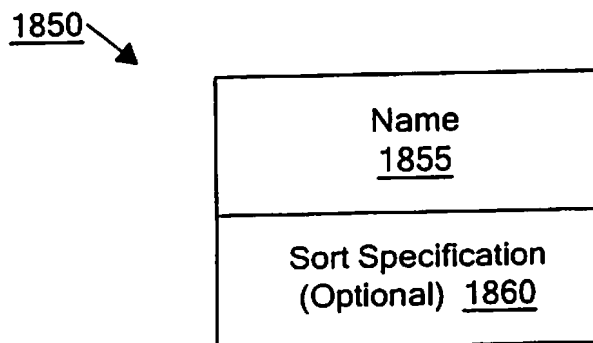


FIG. 18B

1900 →

Name <u>1905</u>
Display Name <u>1910</u>
Filter Search Specification <u>1915</u>
Use Filtered Search (Optional) <u>1920</u>
Sequence (Optional) <u>1925</u>

FIG. 19



2000 →

Display Name (Optional) <u>2005</u>
Display Format (Optional) <u>2010</u>
Name <u>2015</u>
Scaling Factor (Optional) <u>2020</u>
Sequence <u>2025</u>
Text Alignment (Optional) <u>2030</u>
Use In Search (Optional) <u>2035</u>
Visible (Optional) <u>2040</u>
Width (Optional) <u>2045</u>

FIG. 20

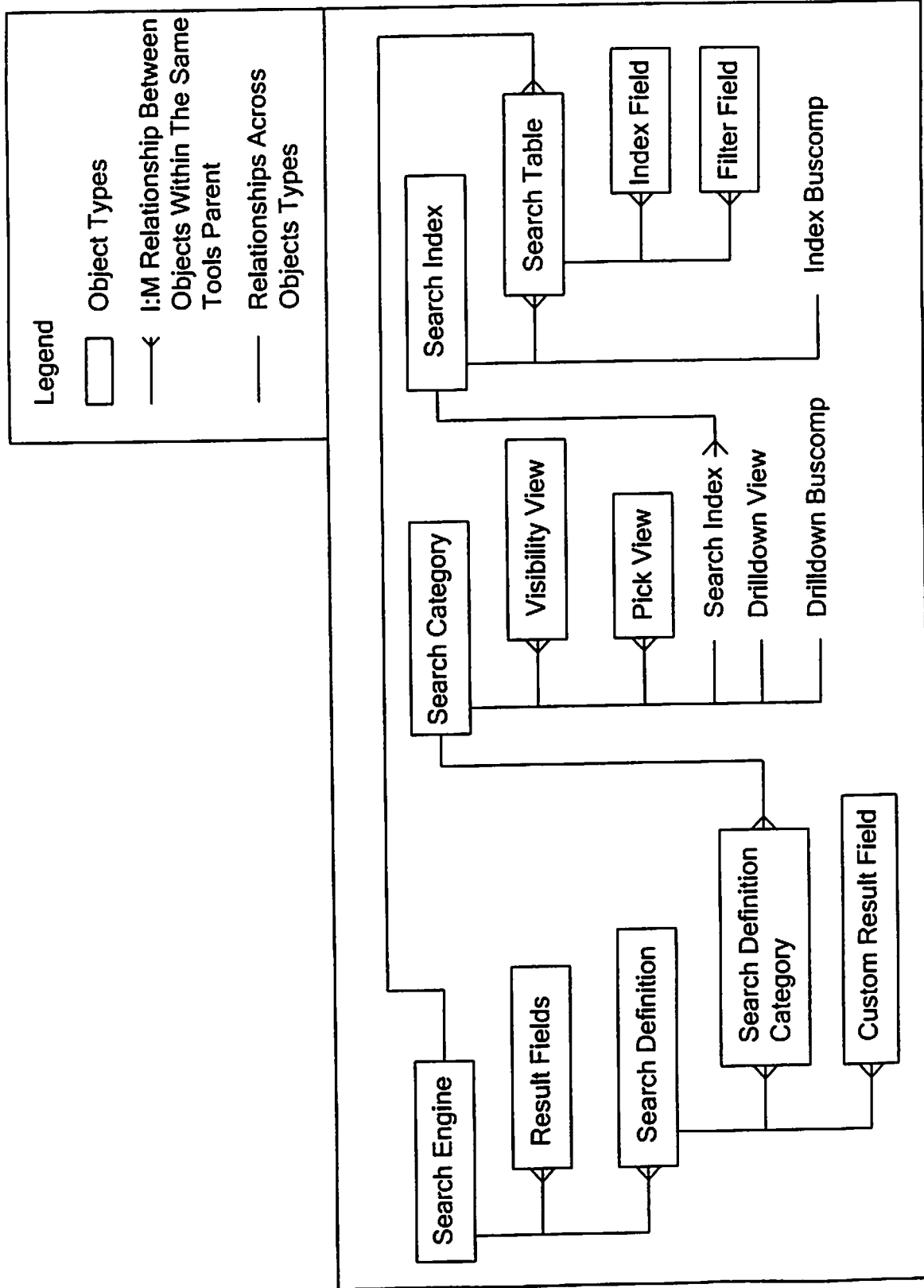


FIG. 21

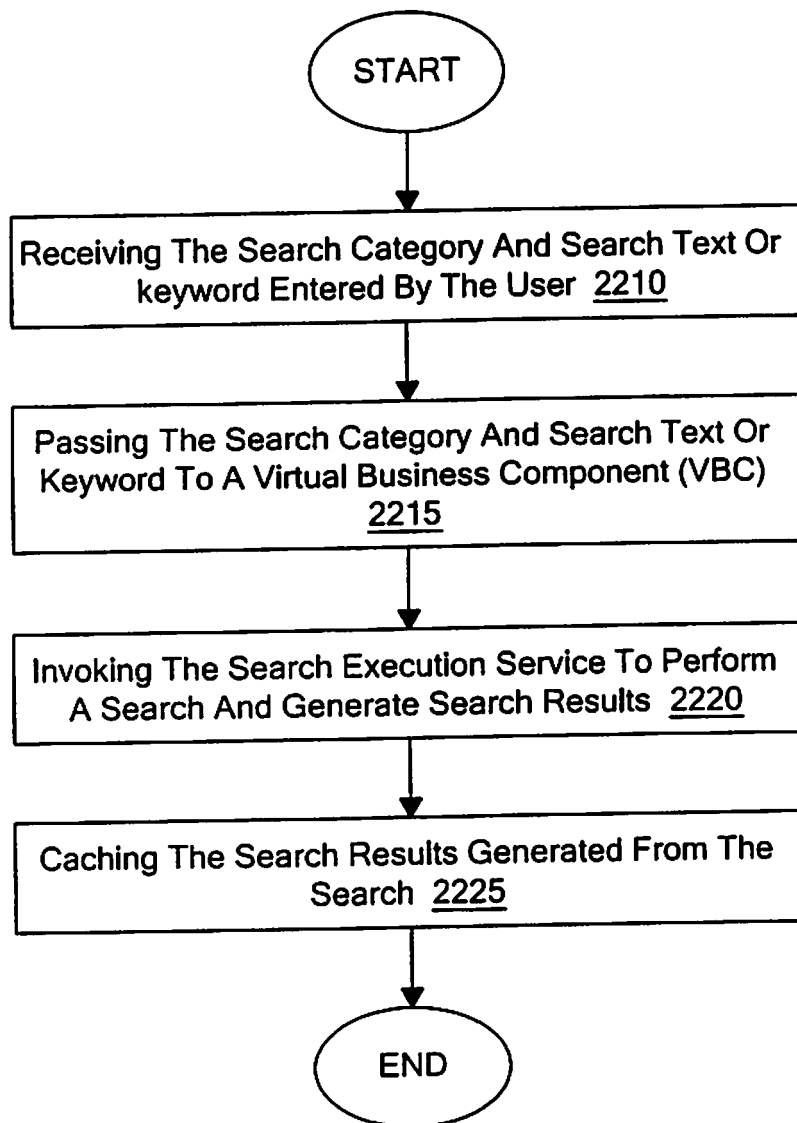


FIG. 22

RUNTIME OBJECTS

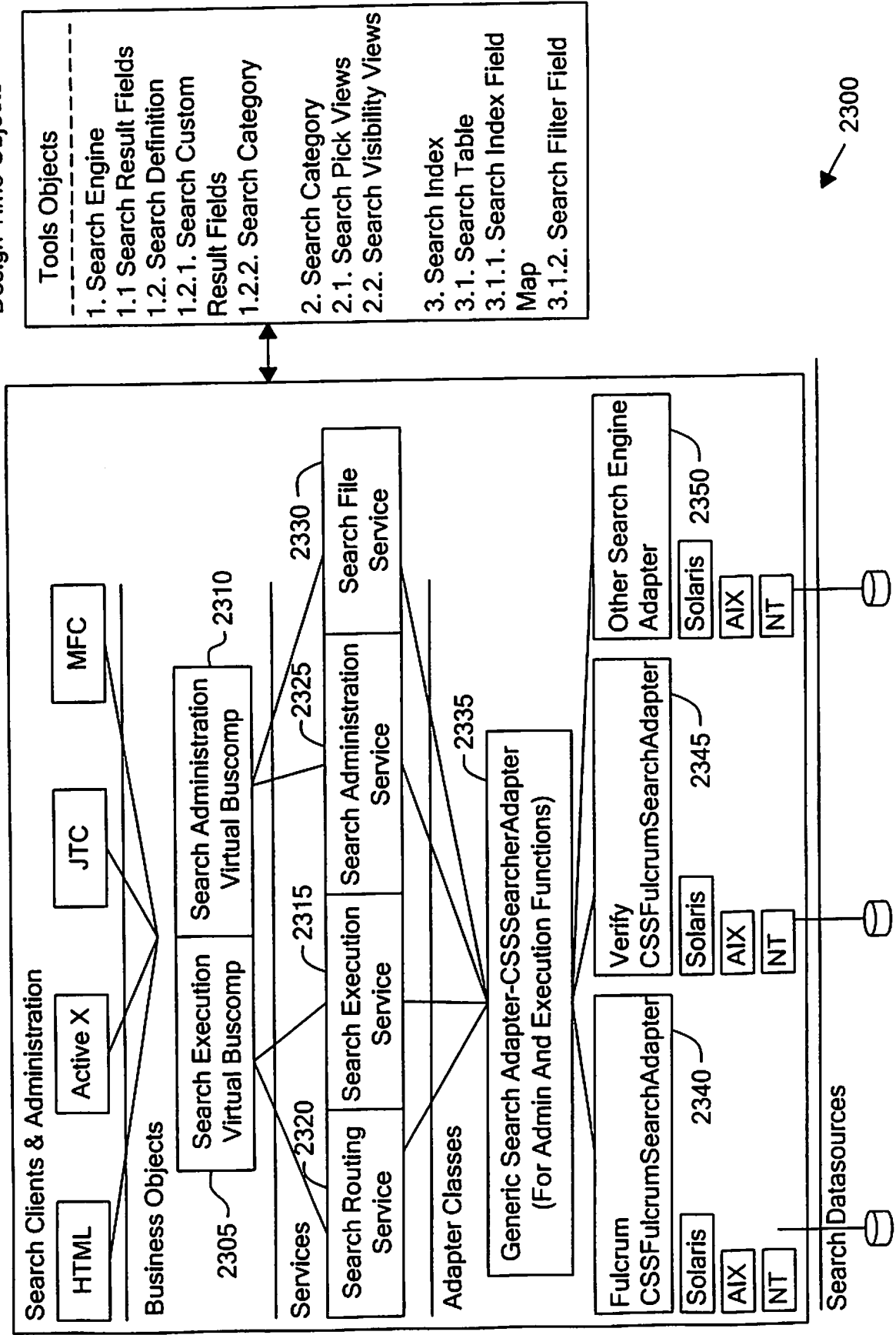


FIG. 23

FIG. 24 is a diagram of a search interface. It features a title bar labeled "Search" with a close button (X) labeled 2405. Below the title bar is a "Look For:" section with a dropdown menu labeled 2410, currently showing "All Employees", and an "Edit" button. Below this are five rows of input fields. The first row has "Last Name:" and "Gorman" (labeled 2415A). The second row has "First Name:" and "Richard" (labeled 2415B). The third row has "Division:" and an empty field (labeled 2415C). The fourth row has an empty dropdown and an empty field (labeled 2415D). The fifth row has an empty dropdown and an empty field (labeled 2415E). A bracket labeled 515 groups the last four rows. At the bottom are four buttons: "Search" (labeled 2420A), "Save" (labeled 2420B), "Reset" (labeled 2420C), and "Help".

FIG. 24

FIG. 25 is a diagram of a search interface, similar to FIG. 24, but with a dropdown menu open. The title bar is labeled "Search" with a close button (X). The "Look For:" section has a dropdown menu showing a list of options: "<-- Service Request", "All Accounts", "All Contacts", "All Employees", "All Opportunities", "All Products", "Decision Issues", "Literature", "Resolution Documents", "Solutions", and "Advanced Search". A "Help" button is visible to the right of the dropdown menu. The entire interface is labeled 2500.

FIG. 25

[illegible]

**FIG. 26**

Siebel Service 7.0

SIEBEL 2001

ServiceActivitiesCategoryContactsDecision IssuesD&BExpenseEmployeeExpenseLiteratureFund Request

Find | View | Help | Show | My Service Requests | Accounts > \$1M | (Edit)

2625 Service > My Service Requests > Activity Plans

Service Request

SR #: | (New) | (Edit) | 1 of 2

Reference: | Last Name: | Date Opened: |

Account: | First Name: | Commit Time: |

Site: | Primary Phone #: | Source: |

Email: |

2710

Search

Look For: | 2605

Advanced Search |

Keywords: |

Hard Drive |

Inc: |

☒ Solutions

☒ Service Requests

☒ Literature

☒ Activities

(Save) | (Reset) | (Search) | (Help)

2405

Results

1 to 6 of 12

Type | Summary

Literature | Repairing

Literature | 2-1 CU Ser

Literature | 50241 WD-

Service Request | 24-234B Te

Service Request | 24-234B Te

Solution | 2-1 CU Ser

2725

2730

Activities

(New) | 1 to 3 of 3

Type | Priority | Status | Description

Diagnostic | 2-High | Done | Run Diagnostic Software And Routine

Assessment | 2-High | Done | Peripheral Utilities And Inspections.

Cost Repair

AttachmentsSolutionsRelated SRsInvoicesActivity PlansOrdersCustomer

(New) | 1 to 3 of 3

Home | Summary | Date Open

Hard Drive Failure | 24-3348, Hard Drive Failure | 05/10/2000

Server Service Process | 2-1 CU, Server Service Process | 05/29/2000

Tech Support Call | 24-234A, Tech Support Call | 07/08/2000

In Queue 00:00:14 | time 1 of 2

FIG. 27

2800 →

Include:  ▼

Any word (AND match)	}	2805
Any word (OR match)		
Exact Phrase (quoted query)		

FIG. 28

2900 →

Refine Search:

2905 ● Proximity Search. NEAR means  chars

FIG. 29



http://smgalin142/calcenter/start.swe-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Address http://smgalin142/calcenter/start.swe Go

File Edit View Go Query Help

Home Accounts Activities Agreements Assets Calendar Contacts Decision Issues Orders

Show: Search Indices

Search Indices: 3005

Index Setting (Find) No Records

Name	Description	Language	Delete
Default Setting		ENU	

(Index) (Refresh) (Refresh All) No Records

Name	Index Buscomp	Table Name	Exists	External Location	Index Status	Save
Action Item	Action Item Default	FUL_AUCT	✓		205 Records Indexed 0 Records Not Indexed	
Catalog Category	Catalog Category	FUL_CAT	✓		45 Records Indexed 0 Records Not Indexed	
Decision Issue	Decision Issue	FUL_DEC	✓	USMQALN1420\ VLED\search_docs	15 Records Indexed 1 Records Not Indexed	
Document	3010	FUL_EXTDOC	✓		5 Records Indexed 4 Records Not Indexed	
Literature	Sales Tool	FUL_UT	✓		173 Records Indexed 0 Records Not Indexed	
Product	Internal Product	FUL_PROD	✓		205 Records Indexed 0 Records Not Indexed	
Resolution Documents	SR Resolution Item	FUL_RESDOC	✓		8 Records Indexed 8 Records Not Indexed	

FIG. 30

http://smgalin142/calcenter/start.swe-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Address http://smgalin142/calcenter/start.swe Go

File Edit View Go Query Help

Home Accounts Activities Agreements Assets Calender Contacts Decision Issues Orders

Show: Search Indices

Search Admin Settings:

Index Setting

No Records

Name	Description	Language	Delete	Save
Default Setting		ENU		

3105

No Records

Name	Value	Delete	Save
Normalization	Default		
Stopfile	c:\program files\fulcrum\fulext\fulext.stp		
Translation Table	WIN_LATN1		

3110

**FIG. 31**

http://smgalin142/calcenter/start.swe-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites History Address http://smgalin142/calcenter/start.swe Go

File Edit View Go Query Help

Home Accounts Activities Agreements Assets Calender Contacts Decision Issues Orders

Show: Search Indices

Search Settings:

Setting

1 - 1 of 1

Name	Description	Language	Default	Delete	Save
Advanced Setting (Eng)		ENU	<input checked="" type="checkbox"/>		<input type="checkbox"/>

3205

3210

3220

No Records

Name	Value	Delete	Save
Character Set	WIN_LATN1		<input type="checkbox"/>
Max Search Row	500		
Normalization	Default		
Proximity Search	80		
Relevance Method	24		
Search Term Separator	OR		

3200

FIG. 32

3300 →

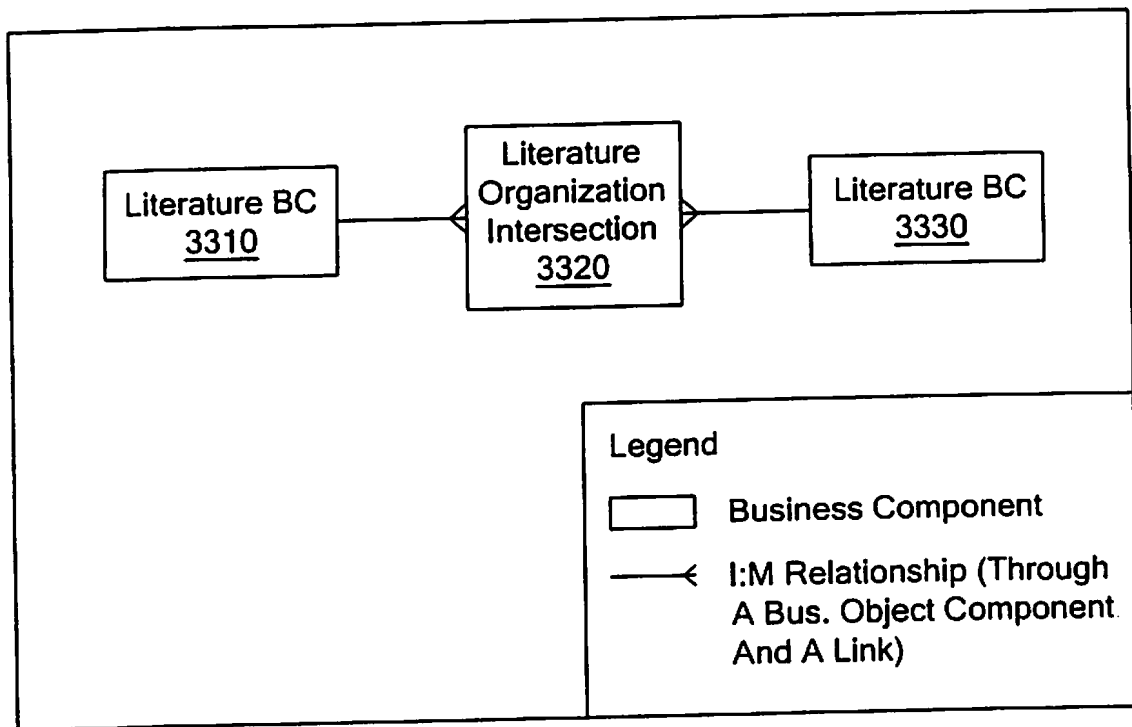


FIG. 33

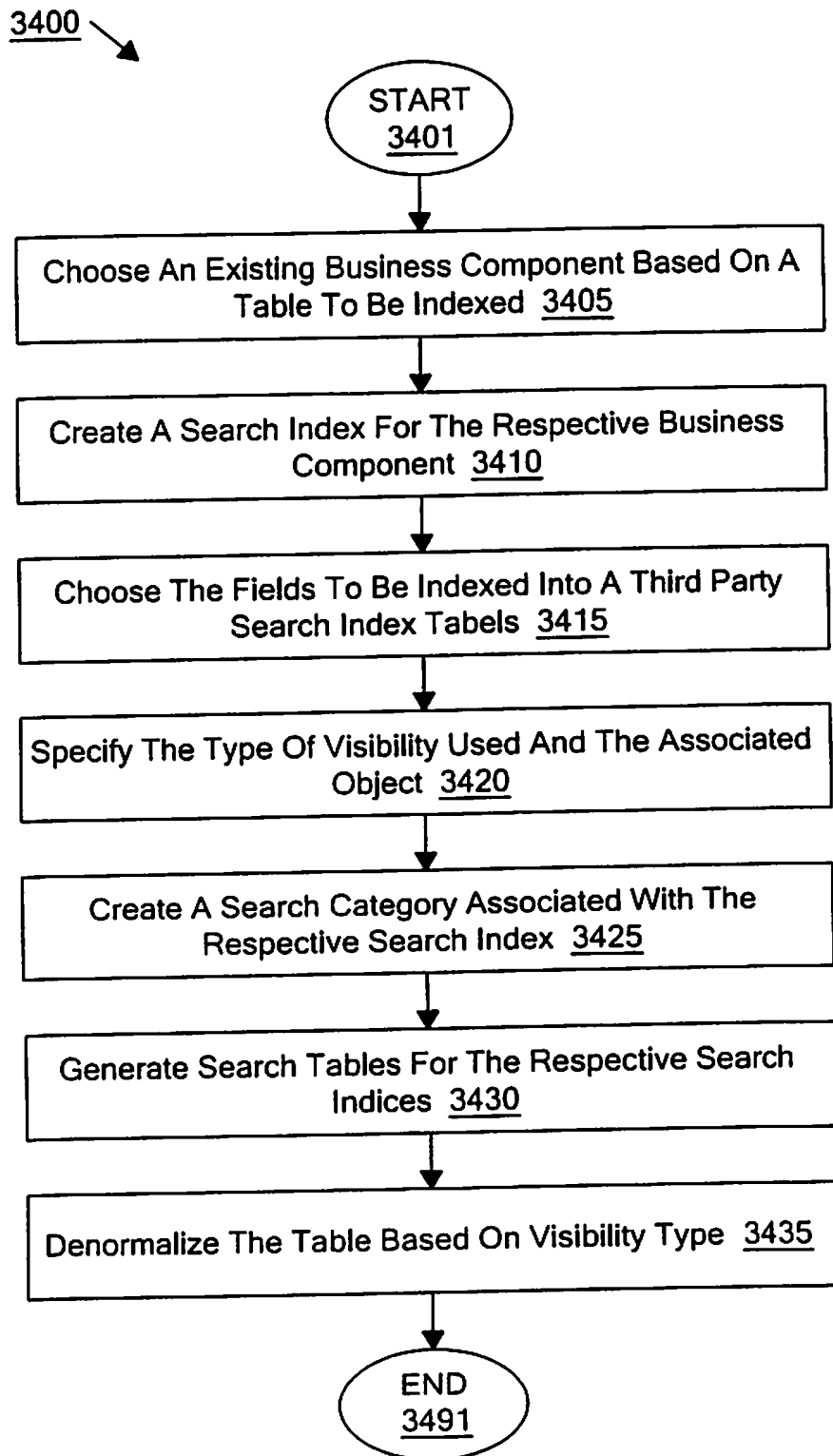


FIG. 34

3500 →

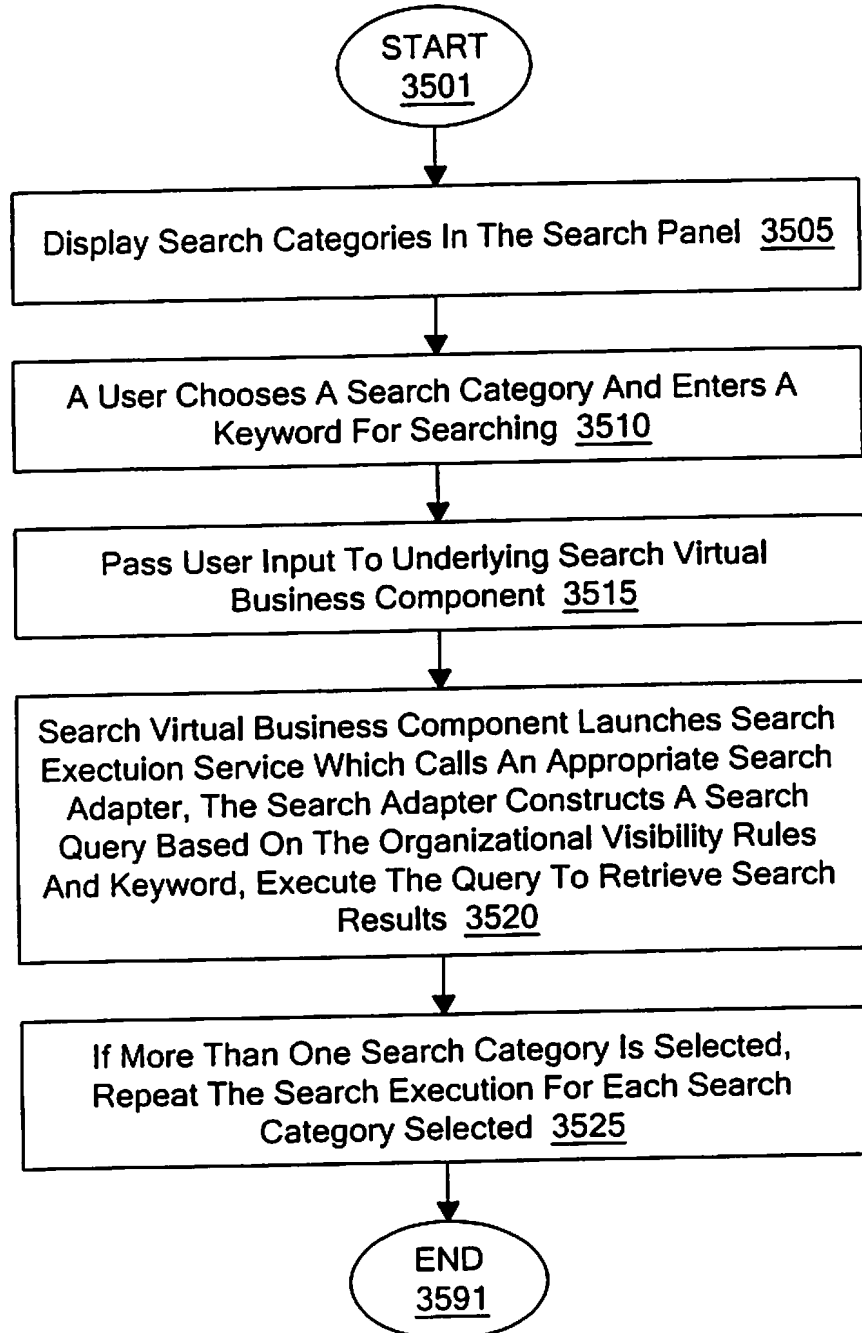


FIG. 35

3600 →

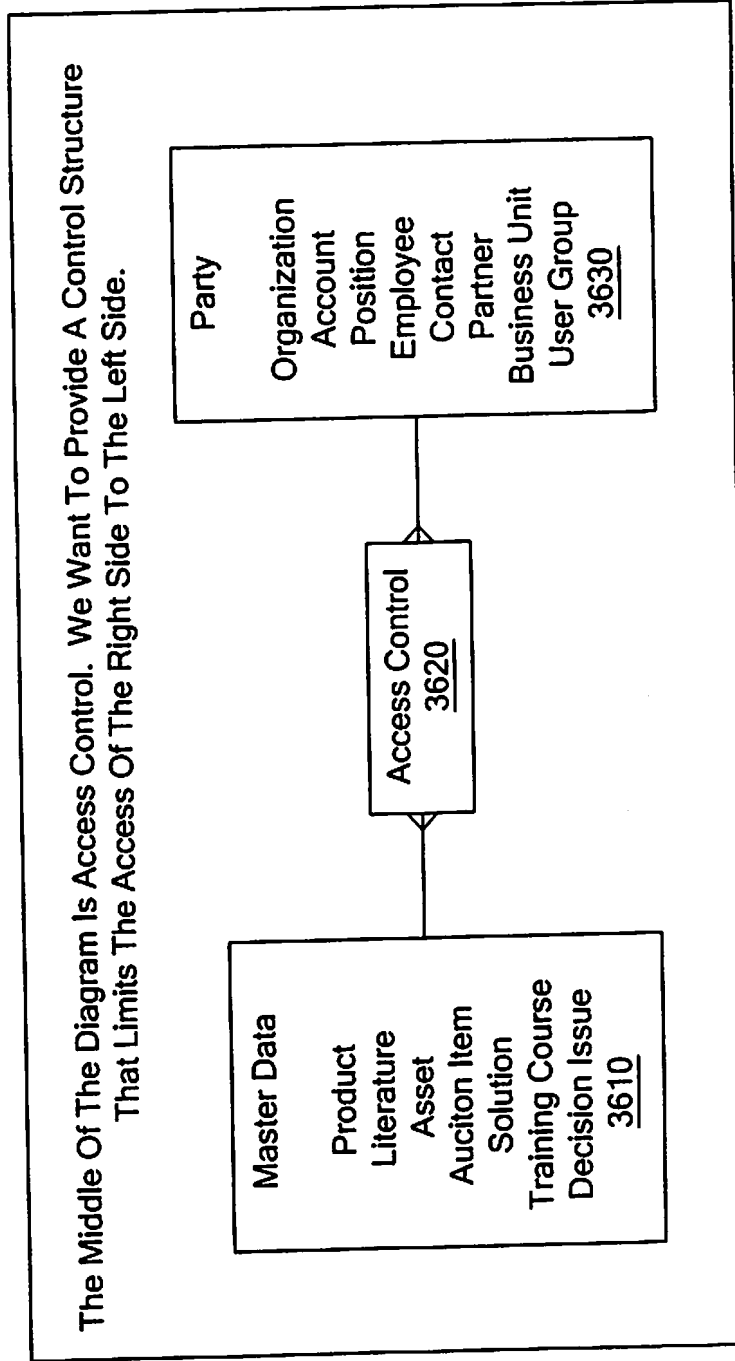


FIG. 36

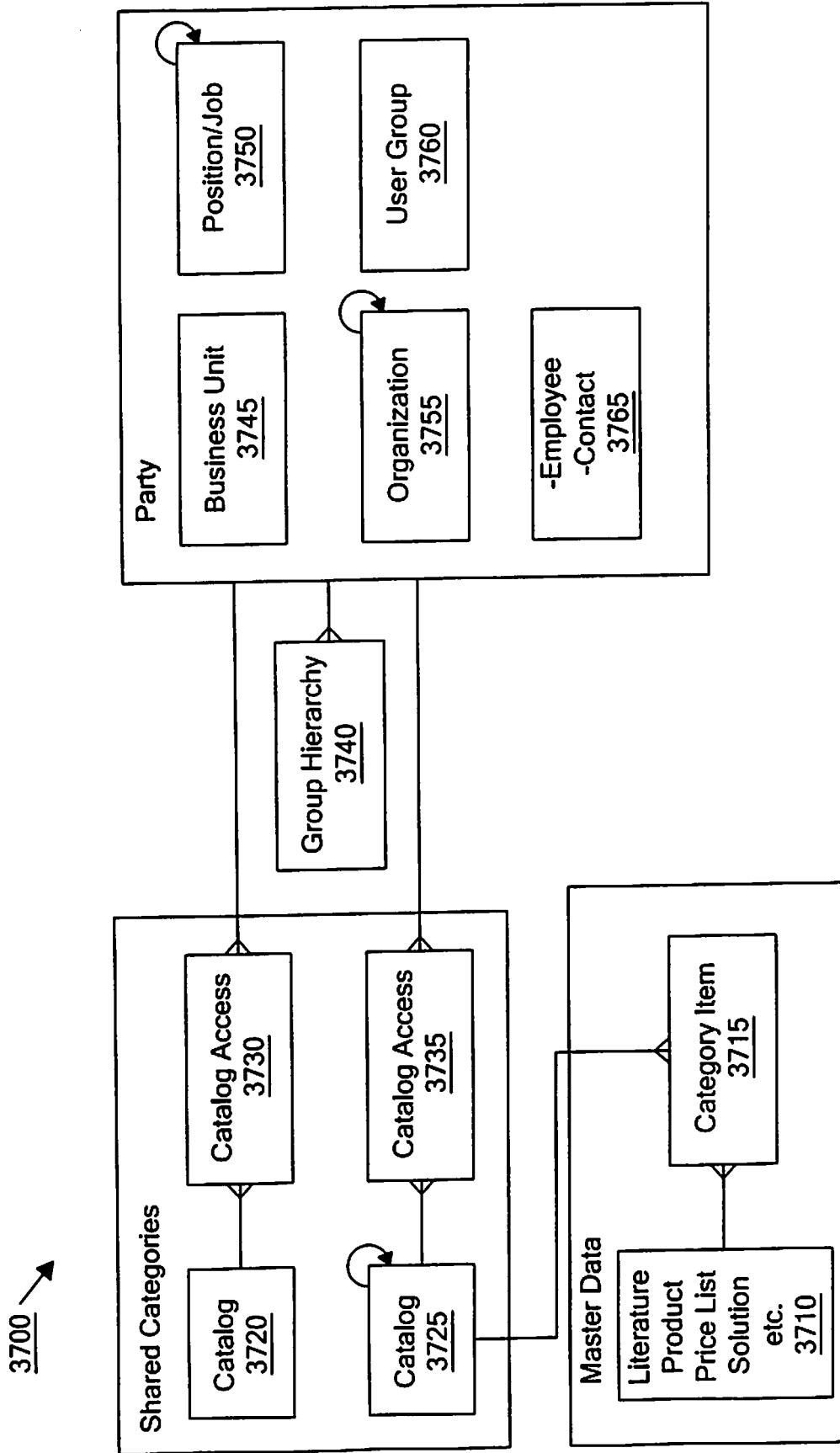


FIG. 37



3800 →

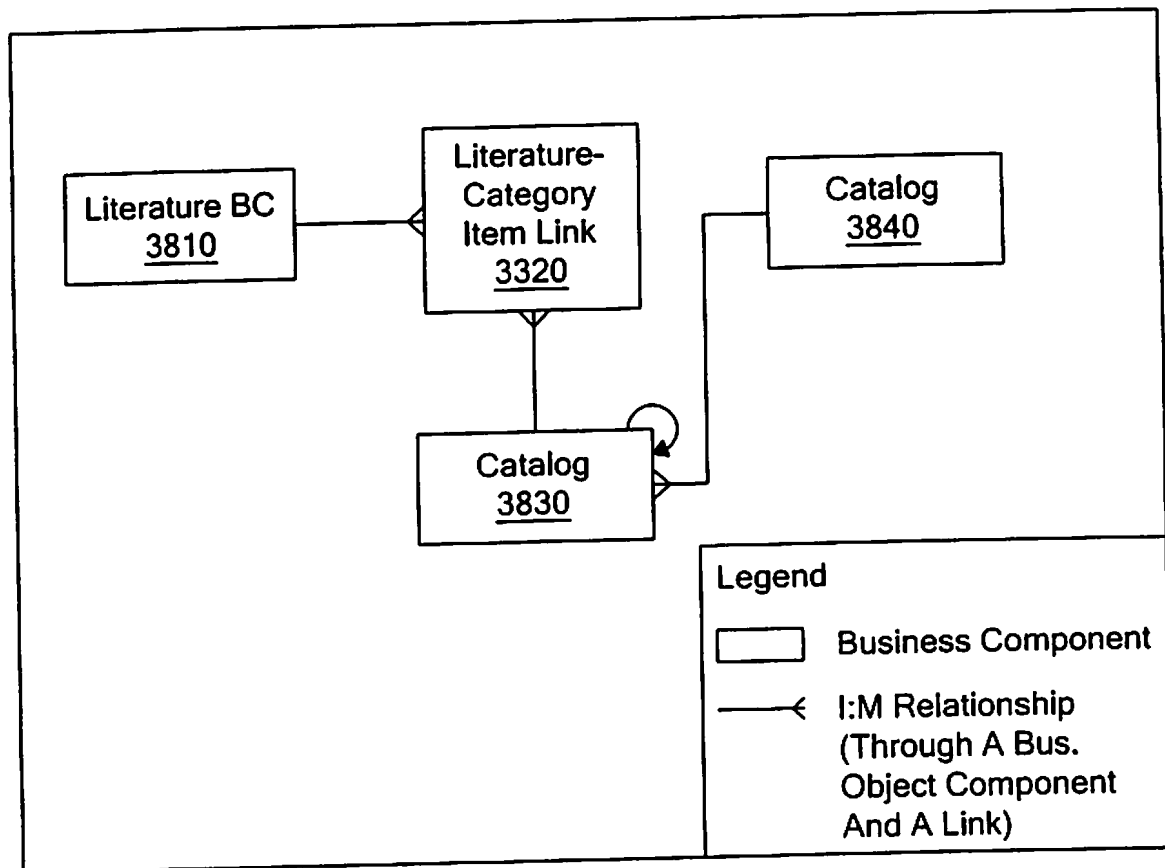


FIG. 38

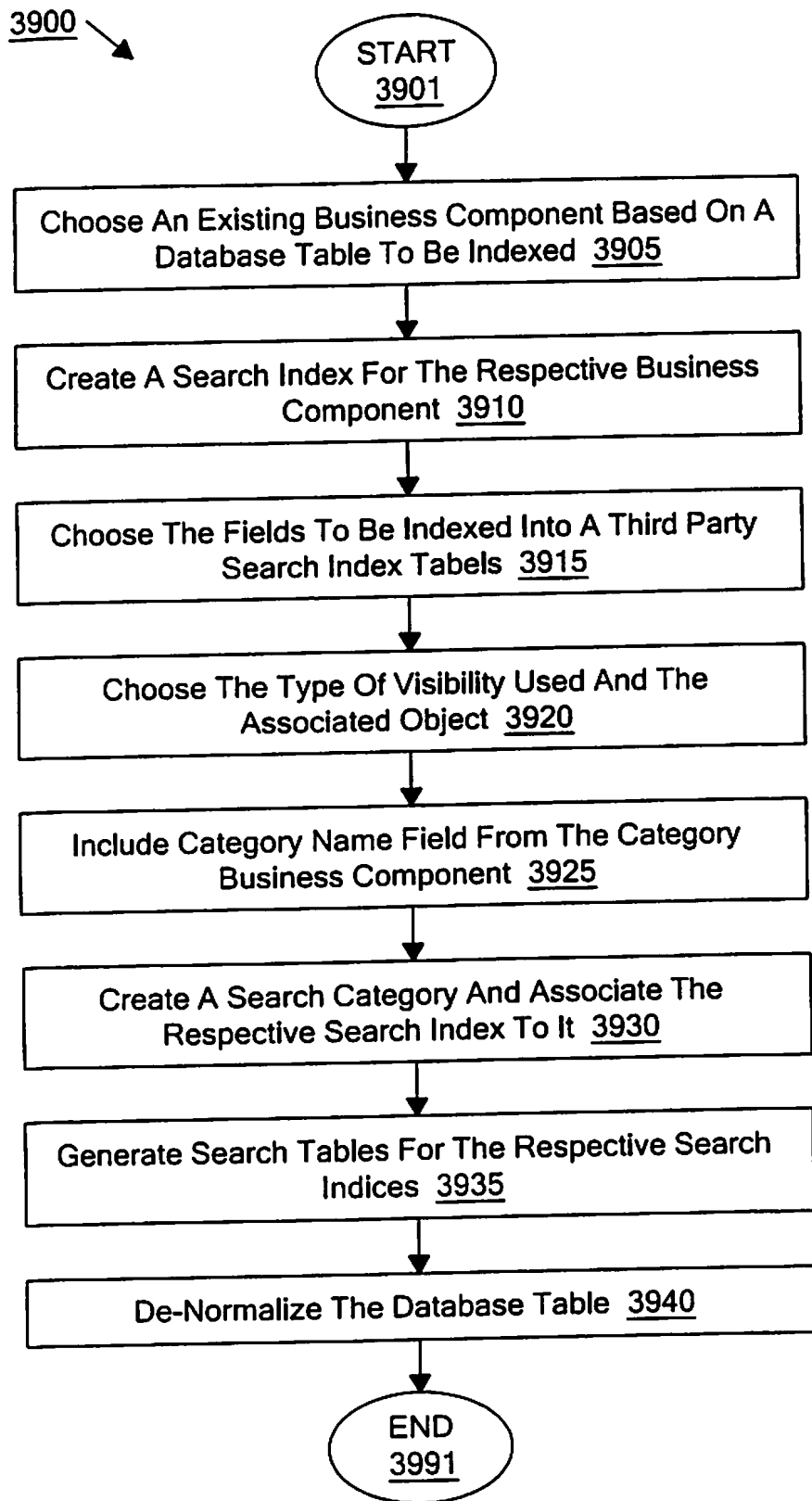


FIG. 39

4000 →

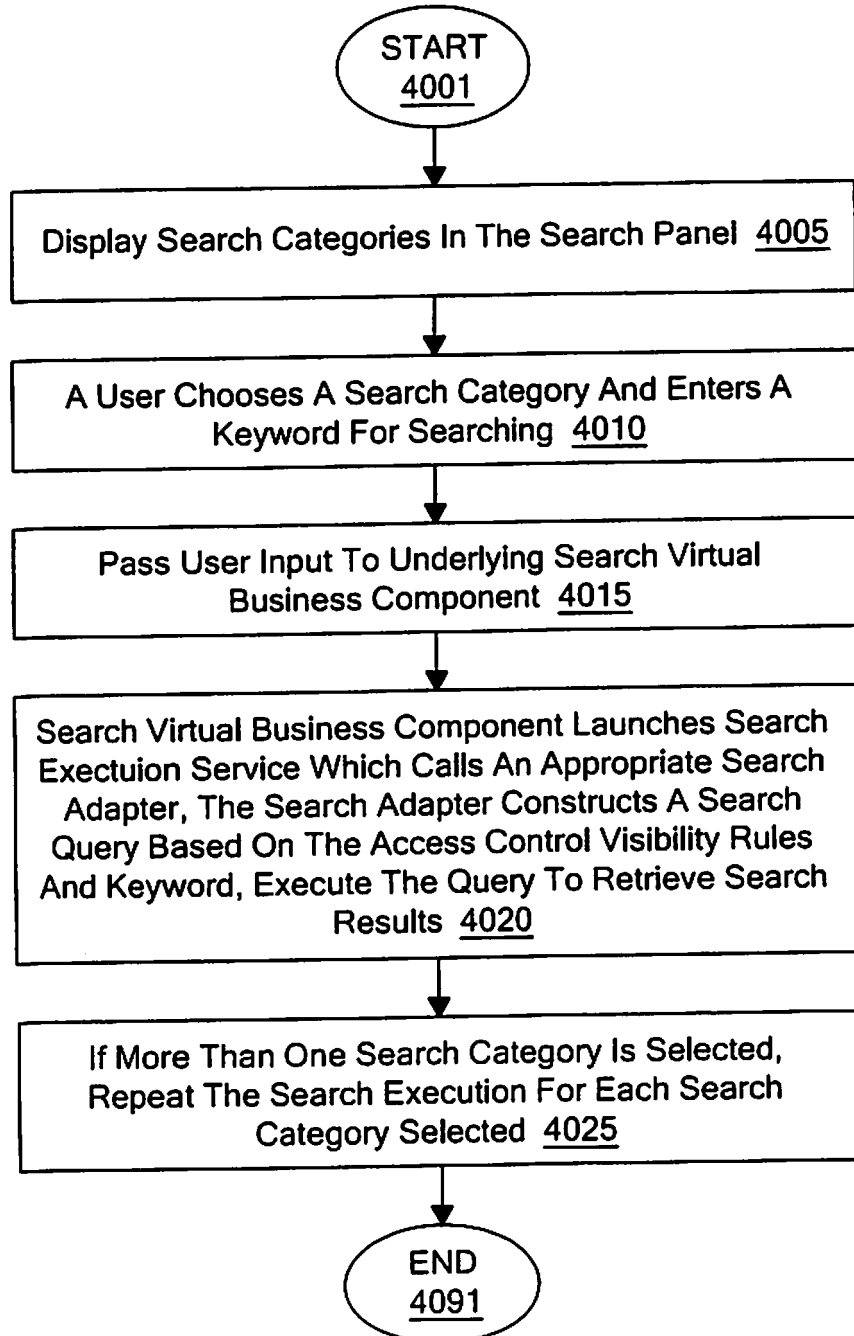


FIG. 40

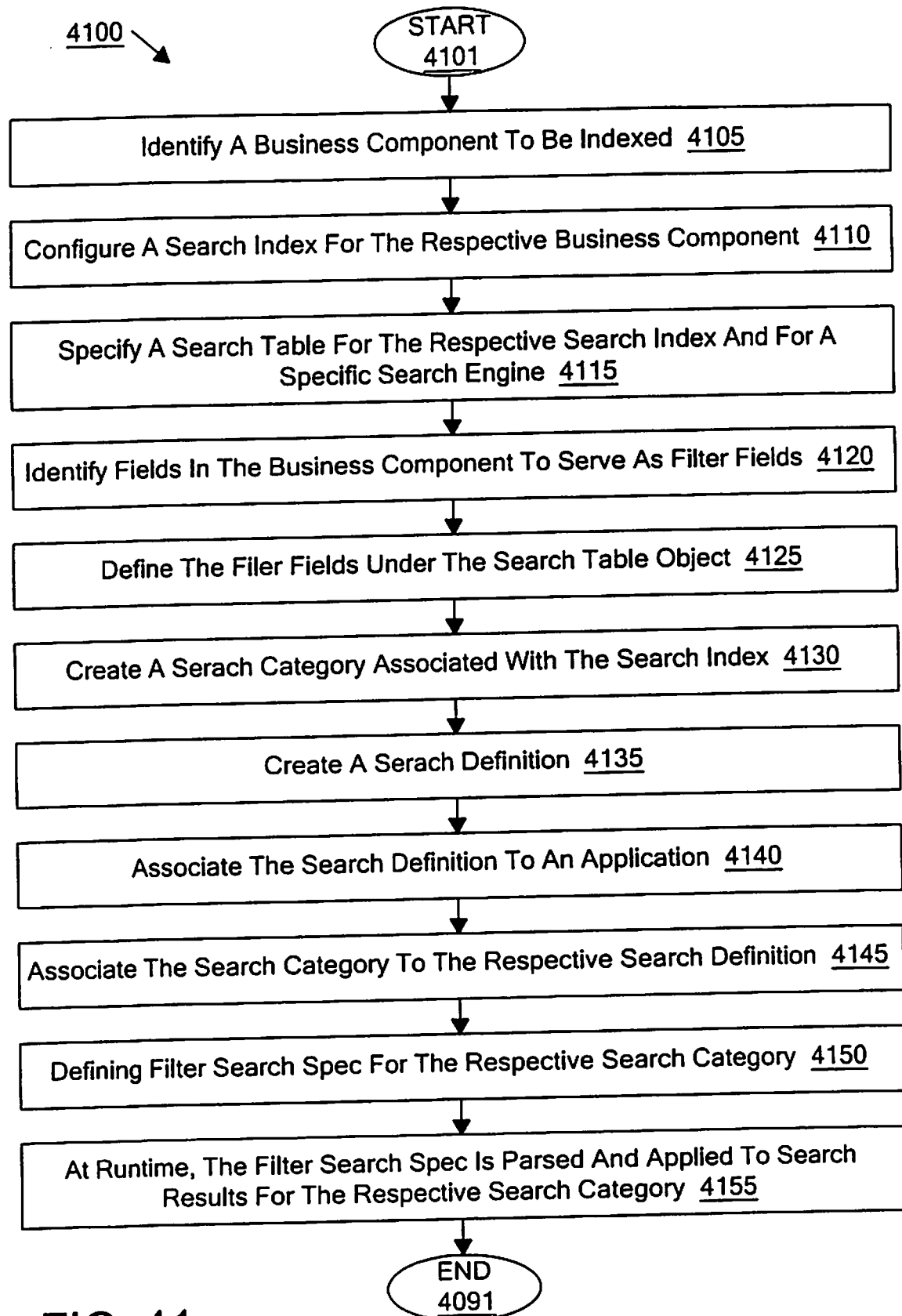


FIG. 41

4200

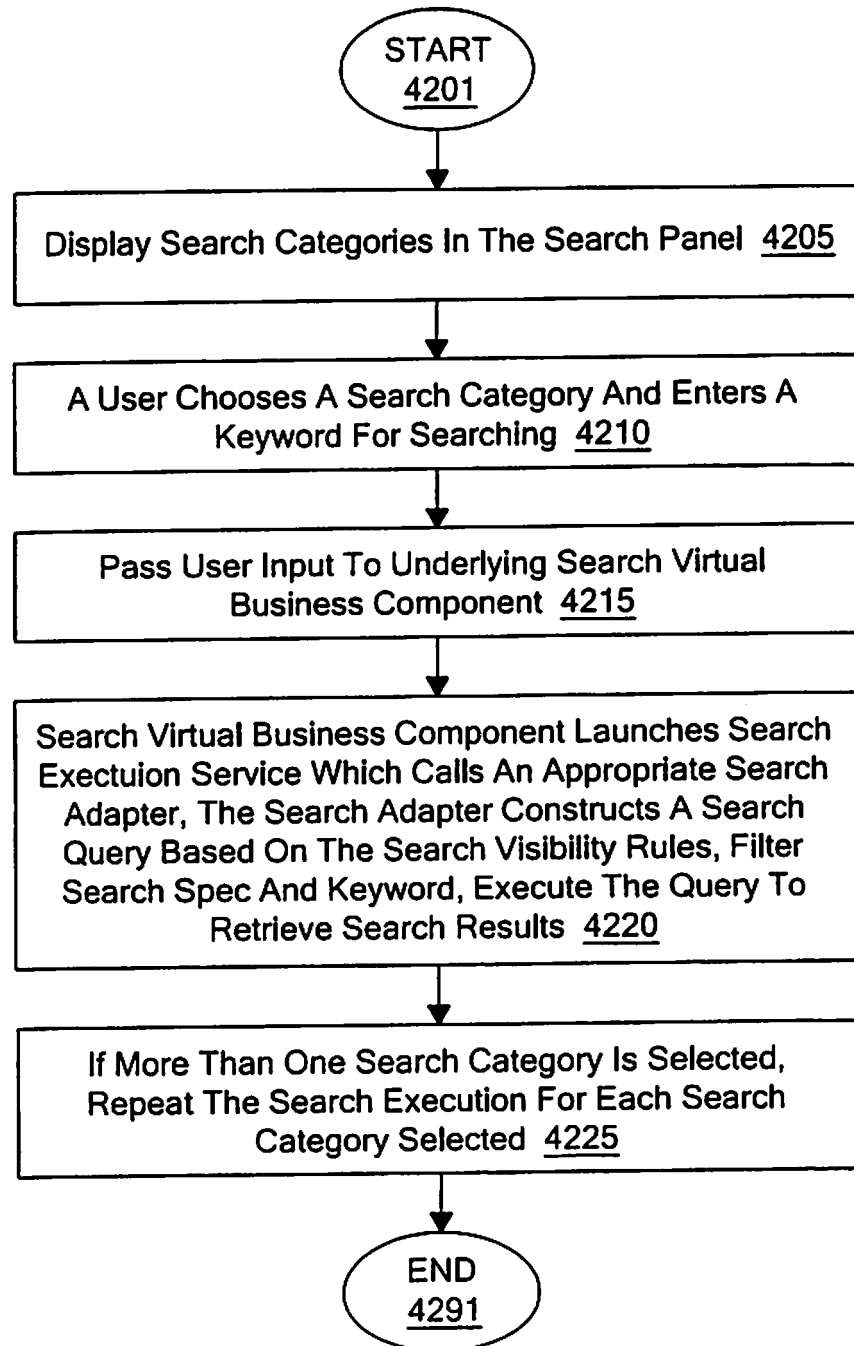


FIG. 42

4300 →

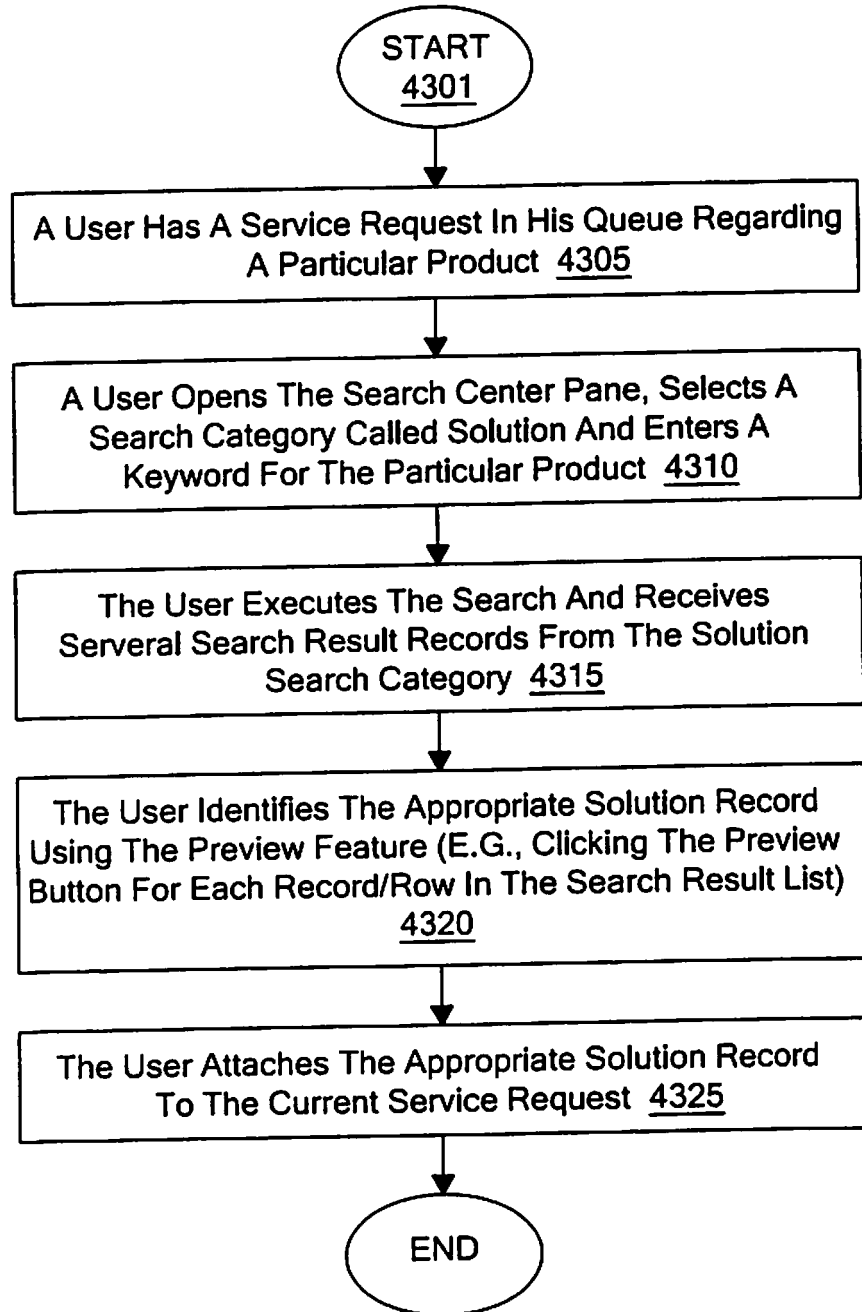
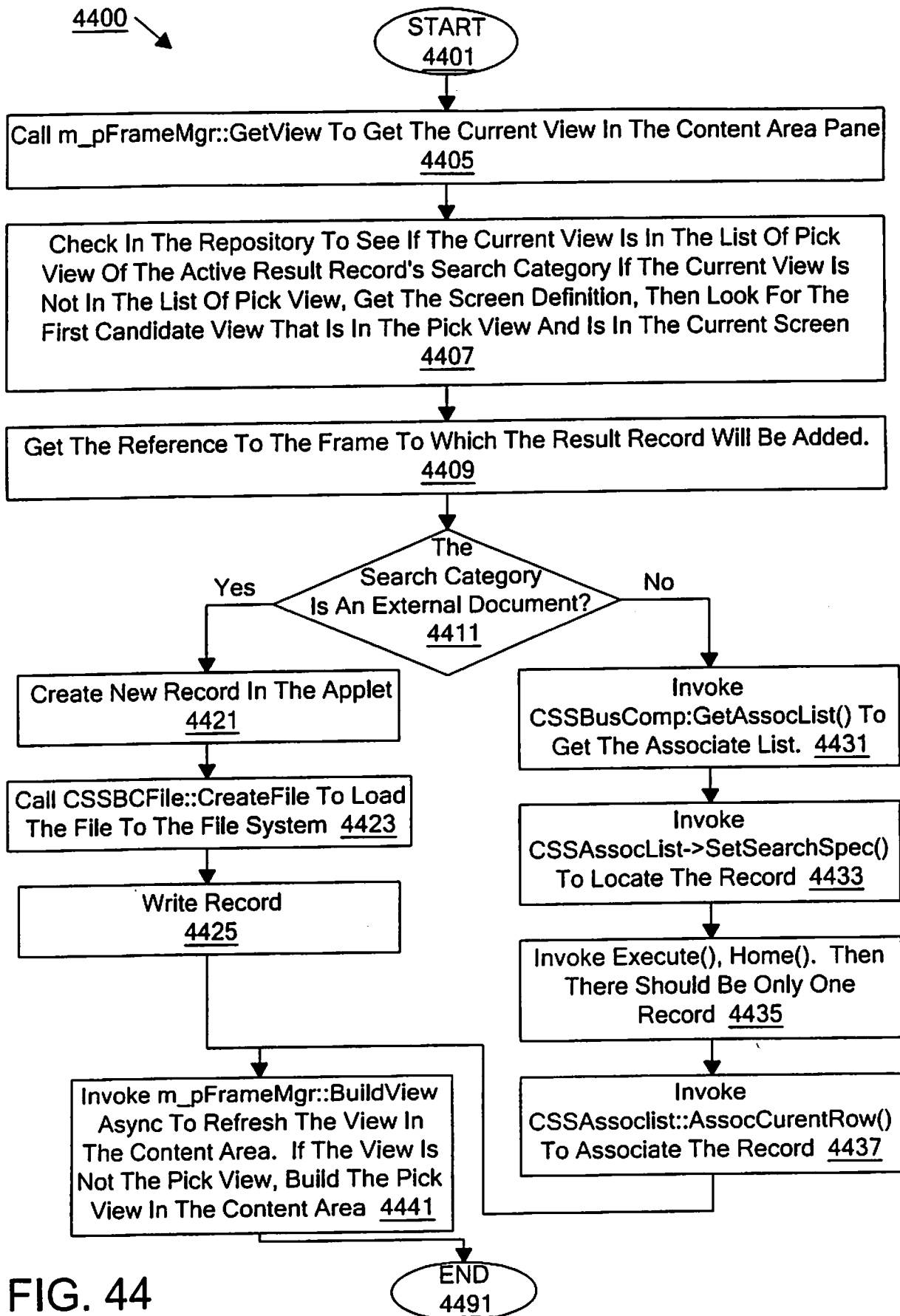


FIG. 43



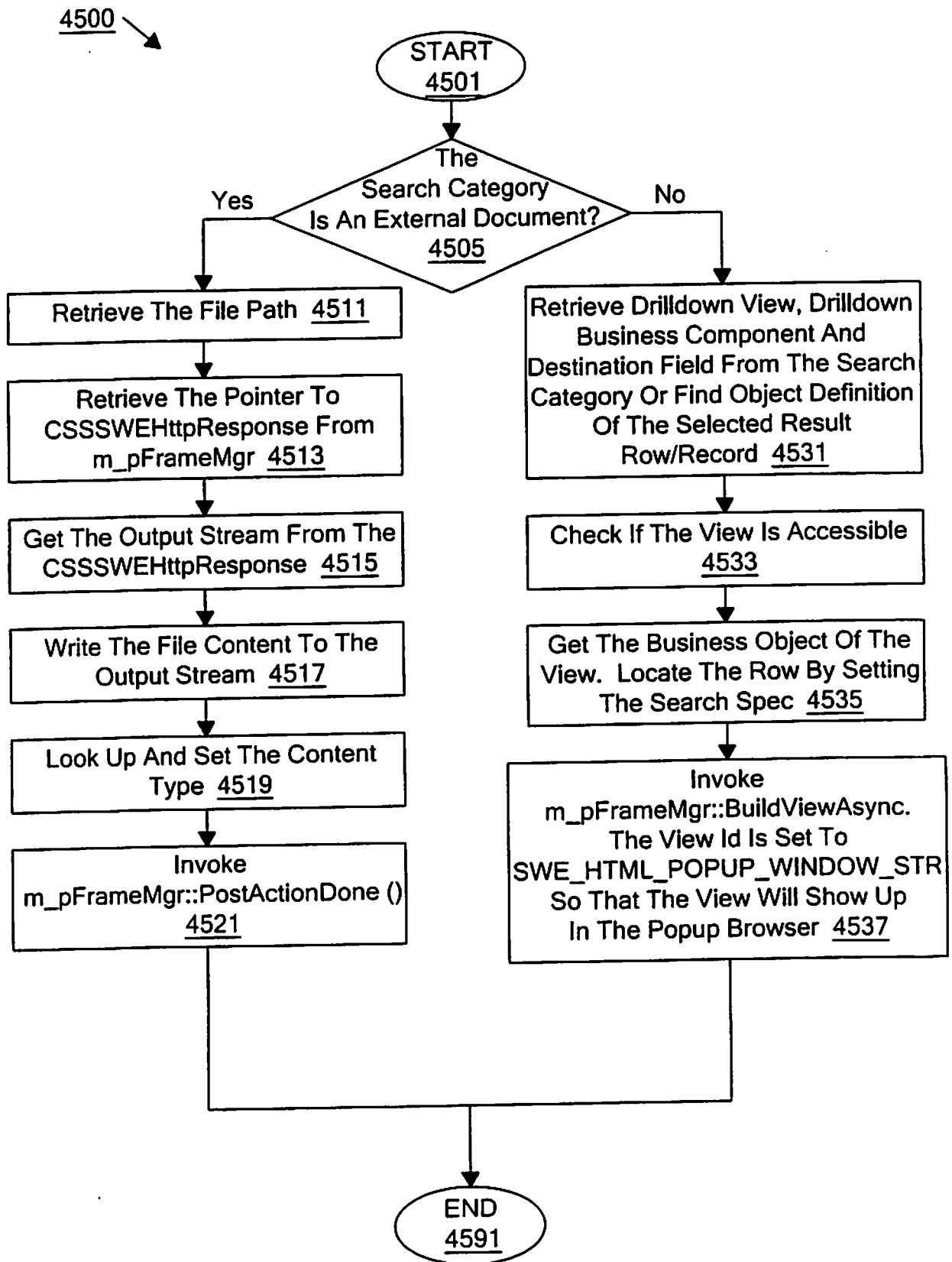


FIG. 45



4600

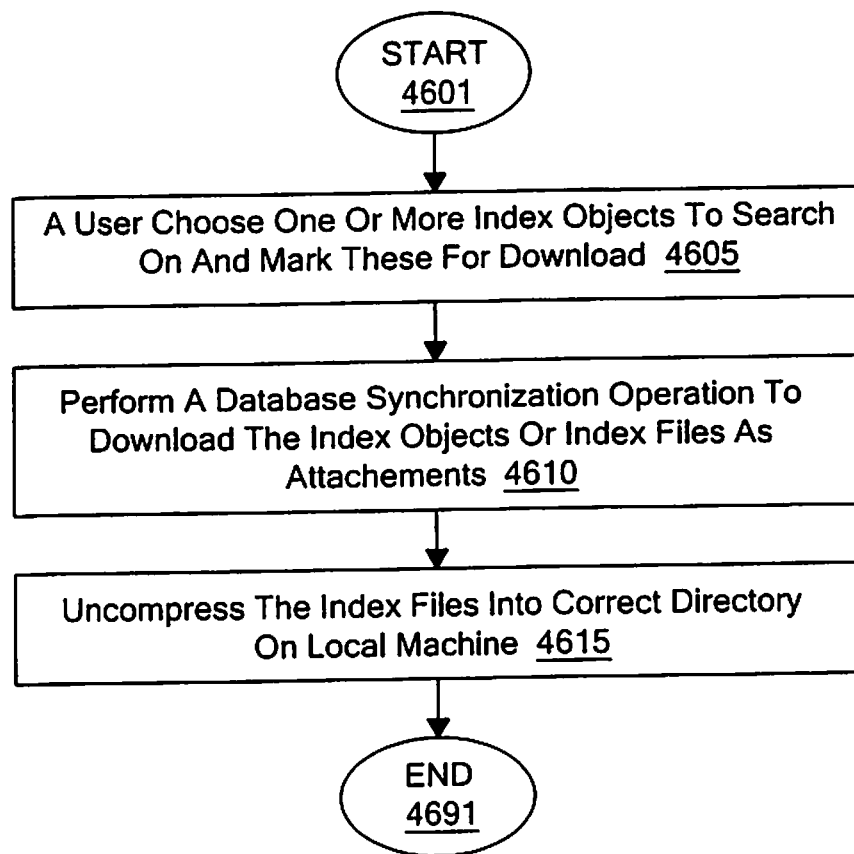


FIG. 46

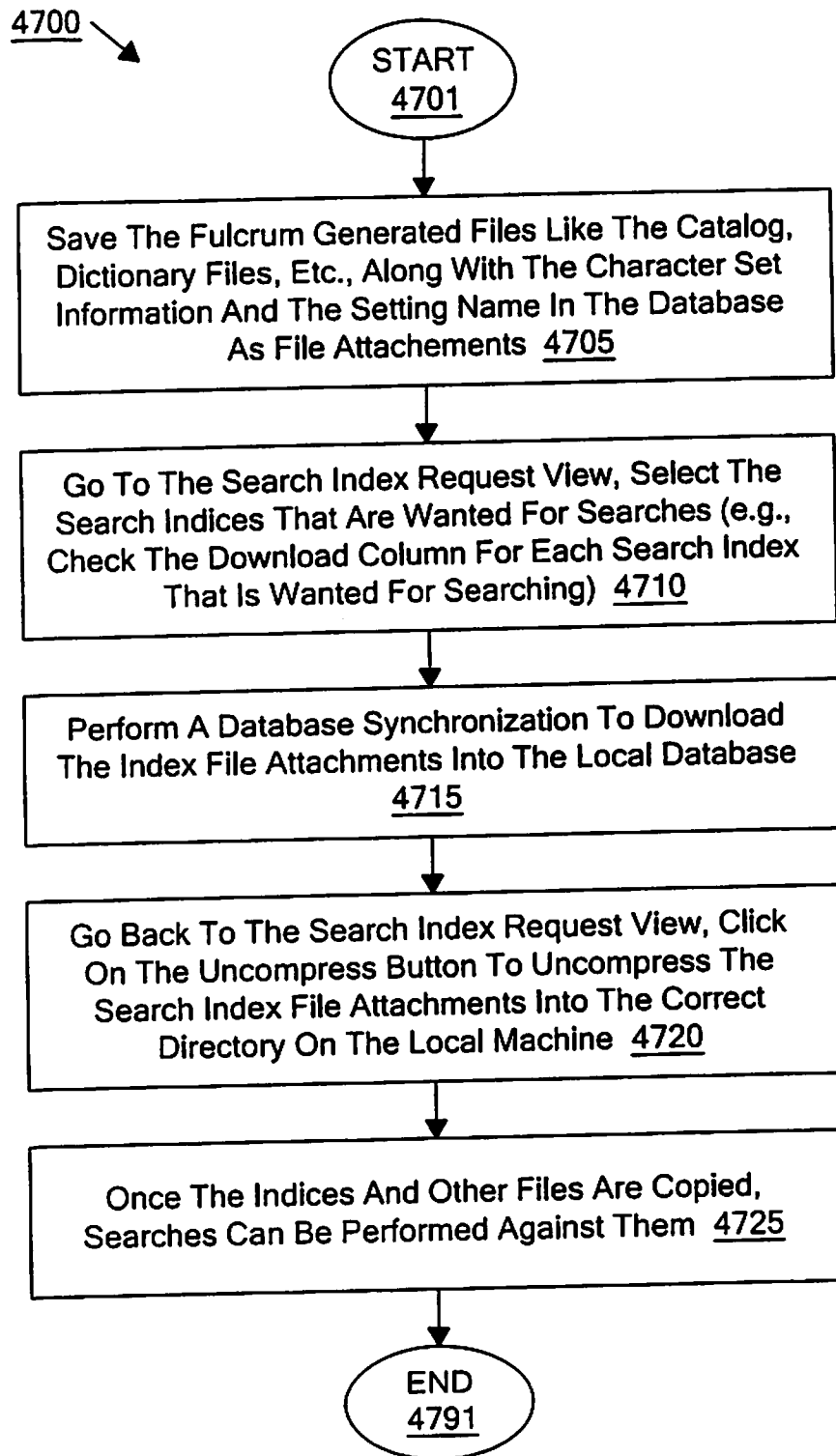


FIG. 47

4800



http://smgalin142/calcenter/start.swe-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://localhost8080/start.swe Go

Help Favorite Legend Site Map

[Auction Administration] [Interactive Design] [SmartScript Administration] [Delegated Admin] [Comm. Admin]

Index Request

Search Indexes:

Search Index Request

Uncompress

Download	Category	Index	Exists	Index Size (MB)	Save
<input checked="" type="checkbox"/>	Product	Product	✓	31	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Solution (Call Center)	Solutions	✓	38	
	Literature	Literature	✓	9	

SD\_1-3 of 3

FIG. 48

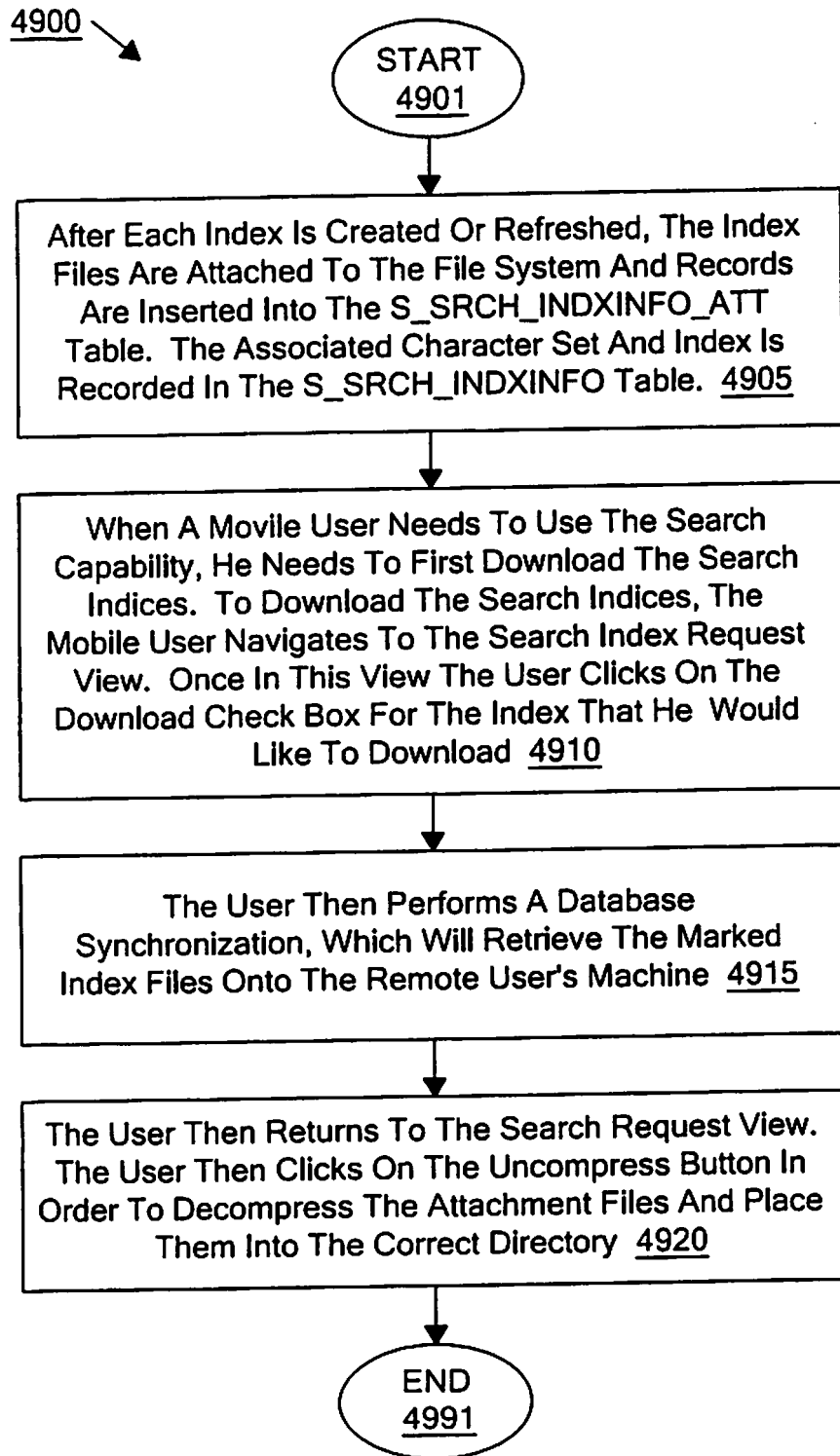


FIG. 49